

Bronze Checklist

To allow the clinic to be accredited at Bronze level, ALL of the following criteria must be met:

1. General clinic requirements:

- Premises has/is:
 - Good standard of cleanliness and hygiene
 - Adequate lighting, ventilation and temperature control
 - Free from excessive noise
 - In good decorative order
- Details of how clients can access emergency veterinary care available at all times
- Ensure clients know who is involved in the care of their cats
- Informed consent sought for all procedures
- Options and cost for investigations/treatments discussed
- Written estimates and itemised invoices provided on request
- Record client complaints and act on them
- Able to access information on the management of poisons

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- Relevant cat information must be readily available for caregivers such as:
 - The Cat Friendly Clinic programme
 - Transporting a cat to the clinic
 - Medicating a cat

- A written clinic-wide protocol on wellness checks for cats
- Routinely assess pain and intervene with appropriate analgesic therapy
- Never perform/recommend surgical operations for the purpose of modifying the appearance of a cat or for non-medical purposes
- Record and store medicines according to manufacturer's recommendations and statutory requirements and use antimicrobials judiciously and in line with current guidelines
- Notify all adverse drug events to the appropriate authorities
- All applicable health, safety and legal regulations relating to veterinary clinics in your country adhered to

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2. Staff requirements:

- All vets and nurses/technicians must undertake at least 3 hours of felinespecific continuing professional development per year
- All other staff who interact with cats and/or their caregivers (e.g., receptionists) must undertake at least 1hour per year
- CPD records kept and provided at reaccreditation
- Ongoing staff education about the Cat Friendly Clinic criteria, feline friendly interactions and use of techniques to reduce stress for cats
- Clinical outcome of cases monitored and discussed with other vets regularly and records kept
- Clinic staff must:
 - Instruct caregivers about how to reduce stress during the journey to and from the clinic
 - Recommend good cat carriers to caregivers

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- When interacting with cats, all staff must:
 - Adhere to the AAFP/ISFM 2011 Feline Friendly Handling Guidelines ([click HERE to view](#))
 - Adhere to the AAFP/ISFM 2011 Feline Friendly Veterinary Environment Guidelines ([click HERE to view](#))
 - Adhere to ISFM's Cat Friendly Principles ([click HERE to view](#))
 - Show a gentle and empathetic approach
 - Minimise stress during handling and procedures
 - Minimise the stress of physical examinations
 - Recognise and respond appropriately to feline fear and anxiety
 - Not use forceful restraint or 'scruffing' of cats
 - Use anti-anxiety medications or chemical restraint rather than heavy physical restraint
 - Minimise the negative impacts of odours, bright lights and noise for cats in the clinic

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3. Waiting room:

- Provide a waiting room (unless a mobile service where the consultation takes place within the caregiver's home) with:
 - Sufficient seats for routine use
 - No excessive noise
 - Cat carriers raised up above floor level (on chairs, tables, or shelves)
 - Sight and sneeze barriers between cats (e.g. clean washed covers placed over carriers)
 - Direct and visual contact between dogs and cats avoided by having:
 - A cat-only waiting room
 - OR
 - A cat-only waiting area separated with sight barriers
 - OR
 - Have cat-only appointment times for **ALL** routine cat visits

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4. Consulting room:

- The clinic must have at least one clean and hygienic room dedicated to consultations (unless a mobile service where the consultation takes place within the caregiver's home) with:
 - Easy to clean/disinfect floor and examination table
 - Clean non-slip surface on the examination table
 - Clean towels/blankets for each cat
 - Allow complete closure for privacy and safety
 - Number of consulting rooms adequate for caseload
 - Appointment times of at least 10 minutes
 - A thorough patient history and clinical exam performed at each check and complete records kept
 - Ready access to essential equipment including;
 - Stethoscope(s)
 - Auriscope(s)
 - Ophthalmoscope(s)
 - Thermometer(s)
 - Weighing scales appropriate for cats
 - An indirect portable blood pressure monitor

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5. Hospitalisation:

- If the clinic does not have hospitalisation facilities, there must be an arrangement with another local clinic to hospitalise cats
- If the clinic has hospitalisation facilities, these must meet the following requirements:
 - A dedicated hospitalisation ward with cages which are:
 - In good condition, hygienic and easily cleaned
 - Secure and escape proof
 - Constructed of non-permeable material with a solid
 - opaque floor
 - Have walls and ceiling that are solid and opaque, or a cover used if the walls/ceiling are mesh or bars
 - Written cleaning/disinfection protocols
 - Cages which do not face each other or adjoin at an angle less than 180°
 - Noise and personnel minimised
 - Clear identification of cats



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- Dogs and cats separated as far as possible
- Visual contact between dogs and cats minimised
- Cats hospitalised overnight or longer must have observations recorded at least once daily
- Inform owners on the level of overnight supervision
- Cages must include:
 - Litter tray
 - Comfortable soft bedding
 - Somewhere for the cat to hide
 - A variety of toys (if appropriate)
- Facilities for washing/disinfection
- Facilities to maintain body temperature
- Facilities to provide supplemental oxygen
- Facilities to bathe, dry, and groom hospitalised cats
- A range of different foods and food bowls
- A range of different IV fluids, administration sets and catheters
- Ability to administer controlled quantities of fluids

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- Cages with internal dimensions of at least:
 - 2700 cm² floor area and 39 cm height for cats hospitalised up to 24 hours
 - 3600 cm² floor area, and 55 cm height for cats hospitalised over 24 hours
- When cats are transferred to another clinic for overnight/ weekend care, cages and facilities in the other clinic must also meet all of the above criteria

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6. Anaesthesia:

- If the clinic does not have the ability to induce and maintain anaesthesia, there must be an arrangement with another local clinic to enable such procedures
- If the clinic has facilities to induce/maintain anaesthesia these must meet all of the following:
 - Equipment to administer oxygen, provide resuscitation and maintain body temperature
 - A range of appropriate endotracheal tubes
 - A suitable laryngoscope and topical laryngeal local anaesthetic
 - Equipment regularly serviced and maintained in good working order

